

For Immediate Release:

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Secretary of State Departments and Driver Services Facilities to Close from Jan. 3 through Jan. 17 Due to Increase in COVID-19 Cases

Online services remain open

Due to an increase in COVID-19 cases statewide, Illinois Secretary of State Jesse White is announcing that all Secretary of State departments will not conduct in-person transactions – including Driver Services facilities – from Jan. 3, 2022, through Jan. 17, 2022. All departments and Driver Services facilities will reopen on Tuesday, Jan. 18. White is encouraging the public to visit ilsos.gov for online services. Online transactions will remain open for all departments to conduct office services, including, but not limited to the following:

- Renewing a license plate sticker.
- Renewing a driver's license or ID card for those who qualify (individuals may call 217-785-1424 to confirm their eligibility or to obtain their PIN).
- Obtaining a duplicate driver's license or ID card.
- Obtaining a driver record abstract.
- Filing Business Services documents, such as incorporations and annual reports.

In addition, the Drivers and Vehicles Services hotline phone number will remain open at 800-252-8980. Customers with issues involving administrative hearings may email adminhearings@ilsos.gov or call 312-793-3722 or 217-782-7065.

As a reminder, White has extended all driver's license and ID card expiration dates to March 31, 2022. This extension does not apply to commercial driver's licenses (CDL) and CDL learner's permits.

"After careful consideration and out of an abundance of caution, we have decided to close all Driver Services facilities beginning Jan. 3, 2022, through Jan. 17, 2022, due to the spike in COVID-19 cases," said White. "The health and safety of employees and the public remains paramount, and face-to-face transactions potentially increase the further spread of the virus. Our goal is to safely reopen all offices and Driver Services facilities on January 18 for face-to-face transactions."

In addition, White greatly expanded remote renewal for driver's license and ID card holders. Since this fall, White's office mailed letters to eligible customers with expired driver's licenses and ID cards requiring them to renew online, by phone or by mail. The office estimates that this helps to eliminate the need for approximately 1 million people to visit a facility.

The U.S. Department of Homeland Security has extended the federal REAL ID deadline to May 3, 2023.

For more information, visit ilsos.gov.